



State of Utah

Product Description

Product Number: 4901.02.15

UTAH DRIVER LICENSE SYSTEM (UDLS)

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The Utah Driver License System (UDLS) provides real-time applications that allow issuance and administration of drivers' licenses and identification cards issued by the State of Utah. Applications are "Web Based", utilizing web services to communicate to an Informix backend. Production systems are hosted in the Salt Lake Data Center. A "HOT" redundant system is maintained in the Richfield Data Center. This system supports users that produce 623,769 licenses and cards annually.

The hours of support required for UDLS are listed below.

Application	Support Hours	Days of Week
AAMVANET	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Crystal Reporting	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Driver License Applications	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Data Extracts (Batch)	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Document Scanning/Storage	0700-1800	Monday – Friday
Regulatory Applications	0700-1800	Monday – Friday
Kiosk Exam Testing	0700-1800	Monday – Friday

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Knowledge Base	0700-1800	Monday – Friday
Letter System	0700-1800	Monday – Friday
MVR Exchange (UII Interface)	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Persysent	0700-1800	Monday – Friday
Payment Processing	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Redundant System	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call

Product Features and Descriptions

Feature	Description
AAMVANET	Interface used for interaction with other state licensing authorities. Support for all AAMVA transactions, Network connectivity, UNI software on Windows Server, SSV auditing, etc.
Cashiering	Tracks money collected via cash, checks or credit/debit cards for each transaction related to Drivers' License sales.
Crystal Reporting	Reporting tool that provides reports on the various data sets collected by Public Safety.
Data Extracts	Data files are sent to various other agencies and 3 rd parties, such as Selective Service, Lieutenant Governor's office, Workforce Services, Tax Commission, Insure-Rite, etc.
Document Scanning/Storage	Allows Scanning and Storage of documents used to determine eligibility and issuance of a Driver License or Utah ID card.
DUI Enforcement	Application allows administrative actions related to DUI enforcement actions.
Electronic Citations	Automated process to electronically collect citation information from Law Enforcement and Court systems.
Insurance	Application tracks administrative actions related to insurance compliance.
Kiosk Exam Testing	Application to administer driver license "written" tests through a kiosk based system. Includes application to generate written paper/pencil tests.

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Knowledge Base	Support for Document Management system containing Policy and Procedures, Instruction Bulletins, and How to Read a Record manual.
Letter System	Applications to coordinate and track correspondence with Driver License holders through mail. Includes letter generation, printing, certification, archival template system (Letters To Disk).
License and ID Card Issuance	Field application that allows for the electronic issuance of a Utah Driver License. Application includes document imaging, digital photo and signature collection, temporary document printing, card request/exchange with card vendor, on-line license renewal, reporting, etc.
Medical Tracking	Applications to collect, store, report, and administer driving privileges with regards to medical conditions.
MVR Exchange	Application that allows for creation and sharing of an MVR record. Includes batch processing for Fleet Management and Utah Interactive.
Persystent	Workstation tool that performs automated repairs ensuring maximum uptime for business critical workstations.
Organ Donor Tracking	Applications to collect, store and share organ donor information.
Payment Processing	Processes electronic debit and credit card payments.
Point Tracking	Application that tracks the number of points accumulated for improper driving and assists with the suspension of licenses when appropriate.
Redundant System	In order to provide business continuity, a "WARM" and "HOT" system are maintained in Richfield.
Security	This system contains personal information; Name, DOB, SSN, etc. Access is controlled via firewall protection, encrypted access. Physical access is restricted to authorized persons only.
Sex Offender Tracking	Applications that collect, store and administer driving privileges, and ID cards of sex offenders.
Up Time	UDLS is used during regular business hours. Batch processes are run nightly. Law Enforcement requires access 24-7. Other (less critical process are available 24-7 as well including online license renewal, MVR access).

Features Not Included

Feature	Explanation
Application Help Desk	DTS support does not include a front-line application help desk. This is handled through DL Help Desk.
User Training	DTS support does not include the updating of user training manuals or user training. DL has a training group that provides this service.

Rates and Billing

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Feature	Description	Base Rate
Application Bug Fixes and Enhancements	Programming and unit testing of UDLS and associated applications and interfaces to fix reported bugs, implement legislative changes and implement enhancements that are approved and prioritized by DPS.	See DTS Approved Rate
Application DBA Support	Provide DBA support for UDLS. This includes on-call support. Coordinate on-call schedule. Perform modifications to the database needed to accommodate the implementation of change requests. Maintain stored procedures, which create data files for many of the application interfaces with 3 rd party systems.	See DTS Approved Rate On-call time from 6:00 p.m. – 7:00 a.m. on scheduled workdays and 24 hours on weekends and Holidays.
Database Support	Database alters, backups, restores, clones, monitoring and killing query processes that are adversely affecting production services	See DTS Approved Rate
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance.	See DTS Infrastructure Network Support product
Project Management		See DTS Approved Rate
Hosting Support	Hosting Services	See DTS Enterprise Hosting Rate
Desktop Support	DTS provides desktop services for government-owned desktop devices that reside in the customer environment and access the State's business systems.	See DTS Desktop Support product
Security	Provide and ensure firewall protection, encrypted access and that necessary physical controls are in place. Monitor and ensure PCI compliance in conjunction with the agency customer.	See Security Rate
Testing	Perform first round testing of bug fixes and enhancement requests assigned to each release.	See DTS Approved Rate

Ordering and Provisioning

DPS users and/or DTS support personnel report application bugs and desired features or enhancements. These are then discussed and prioritized in a formal DPS Priority process.

DTS Responsibilities

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1. Define technical requirements for enhancement requests and legislative changes.
2. Performing back-end database updates to fix bad data causing problems in the application.
3. Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
4. Provide on-call application support for after hour coverage.
5. Providing back-up support for UDLS.

Agency Responsibilities

1. Define business requirements for new systems and changes being requested.
2. Evaluate quality of each UDLS release and give final approval to deploy the release.
3. Evaluating quality of each migration to production and giving final approval to deploy the migration.
4. Make required reference table changes to support new transactions, or other approved changes.
5. Perform Acceptance Testing of each UDLS release, paying particular attention to bug fixes and requested enhancements that have been assigned to the build. Report any errors found.
6. Reporting bugs discovered in the applications. Identifying what the user was doing, any error messages and steps to reproduce the problem if known.
7. Setting priorities (new development, change requests, deadlines).
8. Updating documentation to reflect changes being made to the applications

DTS Service Levels and Metrics

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In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
UDLS	98%

Since UDLS is critical when DL offices are open for business, the following metrics will be monitored:

- Minimum requirements are 98% uptime during office hours, with the goal of 99.999%. This will be measured by DET performance monitoring systems.
- UDLS releases are deployed on time as agreed upon through the DTS Change Management Process.
- UDLS builds that are released for acceptance test are complete. They include all bug fixes and change requests identified as business drivers for the release. These changes are tracked internally.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

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Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
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Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied